

Retail Market Review Response

A few comments for consideration:-

I am just coming to end of tie in period. I was only offered one product by present supplier, not their cheapest, and I did not want it. Upon phoning I was offered a cheaper product I had seen on online comparison site. However, online, I assumed when this cheaper product was shown I could not have it (Clicked on and it said NOT available) - So I assumed I was blocked for some reason. I was told that because I was looking to move company, as it was a product with the same company, I would actually not be moving to a new supplier so they considered this was irrelevant to my search for ALL options out there.

I learn more - in my account online, it showed products available but NOT the cheapest I was offered only via the phone. Also, it showed NO PRICES for the options. Upon complaining via phone I was told full detail was available on open website, prices, etc.

When this tied in deal, my first ever is due to finish, I now realise I have to be careful:- not to get tied in, ask for Standard account from 1st April and not leave before 1st April thus incurring penalty

I feel it is NOT made clear -

I feel at end of tie in period customers should be given NO CHOICE but to go on standard tariff so can move on at will - or be given a new option but with no tie in for first two months thus allowing proper comparison and mobility which regulator seems to suggest is the whole point!

Transfer period is still too long and there seems no consumer power - if a price change up kicks in, etc.

During transfer period:-

Old supplier should hold present price even if an increase comes in

New supplier should hold offered deal at same price for transfer period i.e. no price increases you cannot allow for.

This would also speed up process perhaps in customer's favour - for a change!

I think price increase DATES should be clearly indicated on comparison sites - if a price went up last week, two deals looking similar, then perhaps choose this one is less likely to implement another increase within a short time.

It seems wrong that those using lower units are charged the most!
So it almost encourages people to use more energy!

Pricing is so complicated - different rates - different tariffs - discounts - online deals - etc etc. My Husband with a maths A level struggles - so what for everyone else - no hope at all!

I believe one company has one rate for all and that is it - not the cheapest - but a simple old fashioned idea. Should we revert to "simple" for everyone to understand - please?

